

COURSE OUTLINE

SIT20316 – Certificate II Hospitality



DESCRIPTION

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

DELIVERY DETAILS

| LOCATION (S) | DURATION | STUDY MODE |
|---|-----------|---|
| Darwin, Alice Springs and Tennant Creek | 12 Months | online, face-to-face, simulated, workplace etc. |

2020 FEES

Domestic Full Fees: \$3 027

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

RESOURCES

Students are issued with Resources and Learning Material.

STUDY AND CAREER PATHWAYS

Possible job titles include:

- bar attendant
- café attendant
- catering assistant
- food and beverage attendant
- front office assistant
- porter
- room attendant.

QUALIFICATION CONTENT

12 units must be completed:

- 6 core units
- 6 elective units, consisting of:
 - 1 unit from Group A
 - 3 units from Group B
 - 2 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

CORE UNITS

| Unit Code | Unit Title |
|------------|--|
| BSBWOR203 | Work effectively with others |
| SITHIND002 | Source and use information on the hospitality industry |
| SITHIND003 | Use hospitality skills effectively |
| SITXCCS003 | Interact with customers |
| SITXCOM002 | Show social and cultural sensitivity |
| SITXWHS001 | Participate in safe work practices |

ELECTIVE UNITS

| GROUP A | |
|------------|---|
| Unit Code | Unit Title |
| SITHIND001 | Use hygienic practices for hospitality service |
| SITXFA001 | Use hygienic practices for food safety |
| GROUP B | |
| Unit Code | Unit Title |
| SIRXSL001 | Sell to the retail customer |
| BSBCMM201 | Communicate in the workplace |
| SITHCCC002 | Prepare and present simple dishes |
| SITHCCC003 | Prepare and present sandwiches |
| SITHCCC004 | Package prepared foodstuffs |
| BSBSUS201 | Participate in environmentally sustainable work practices |
| SITHFAB001 | Clean and tidy bar areas |
| SITHFAB002 | Provide responsible service of alcohol |
| SITHFAB005 | Prepare and serve espresso coffee |
| SITHFAB007 | Serve food and beverage |
| SITXFA001 | Use hygienic practices for food safety |
| SITXFA002 | Participate in safe food handling practices |

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

Karen Sheldon Group supplies support for students in many areas, including Careers and Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services, Information Technology Services, and Learner Support Services.

CONTACT DETAILS

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